

OPERATIONS FORUM

October 22, 2003

Attendees: Mark Kevitt, Kerry May, Kristin Harris, Kitty Meyer, Beth Doucette, Jean Voyles, Richard Rampley, Alan Johnson, Patrick Miller, Rick Lindsey, Tina Judd, Sherry Szmanda, Debie Coble, Gina Meyer, Kay Gordon, Gigi Brown, Linda Gilbert, Jennifer Biddle, Miche Grant, Linda Thompson, Nancy Vrabic and Jeff Amos.

Jeff Amos, Acting Chair, welcomed those in attendance and asked members to introduce themselves.

The first item of business was a debriefing on the One-Stop Operator meeting held in French Lick. Jeff thanked the planning committee for their hard work and extended appreciation to Mark Kevitt and Miche Grant for stepping in and making "last minute" presentations at the event. The Operations Forum members also thanked Carol Baker for providing the opportunity to meet jointly with the DWD Directors and staff.

The following observations were brought forth by Operation Forum members:

- @ A few agenda items were repeated during the joint meeting that were previously presented the prior day to the DWD staff.
- @ The input from Operation Forum members on UI modernization was beneficial.
- @ The panel discussion by WorkOne Evansville was excellent and additional time for the presentation would have been helpful.
- @ Future meetings should include additional input from Operation Forum members during breakout sessions on joint issues of interest to all parties. One day should be focused on this type of collaboration.
- @ Presentations initially planned by DOL representatives and subsequently canceled would have been useful.
- @ A joint planning group, focused on a clear mission, should be established to develop future joint training sessions (at least twice per year).

It was the consensus of the group that the initial meeting was a great start in developing a process for staff of the WorkOne and One-Stop System to jointly discuss ways to continuously improve services for those individuals and entities seeking assistance throughout the statewide employment and training system.

DWD Reports

Jennifer welcomed the DWD WorkOne staff to the meeting and thanked them for their participation. In her remarks, Jennifer provided the following information:

- @ DWD is making available \$4,000,000 in "Energize Indiana's Workforce" funds to eligible local Workforce Investment Boards (WIBs). The funds encourage the creation of stronger links between economic development and workforce development to develop a skilled workforce in the four Energize Indiana sectors.
- @ DWD staff is working on the WIA annual report that will be submitted to DOL by December 1st. Staff is also working on the WIB certification process.
- @ Representatives from DOL Region 5 are in the process of reviewing the Faith Based Organization grant and will be issuing a report soon.
- @ Dr. Beverly Ford will be providing Case Management training on November 18th and 19th.
- @ The WtW program in Indiana has been a great success. The program which operated from 1998 to 2003 promoted welfare independence and self-sufficiency. The program served over 5,000 clients at an average cost of \$5,500 or about \$1,000 per client per year.
- @ WIA reauthorization is stalled in Congress.
- @ The DOL Youth Conference is scheduled for November 19th - November 21st in Chicago.
- @ DWD has implemented a new communications document - TABS (Technical Assistance Bulletins)

Rick Lindsey reported that DWD has completed the first round of data validation and the information has been forwarded to WIB Directors. The information will be a part of the WIA Annual Report that will be submitted on 12/01/03. A second round of validation will be conducted with the data forwarded to DOL by mid-April. The biggest area of errors were the dates of registration and the dates of exit.

Miche Grant reported that Sandy Hastings would be in Indiana in early December to provide group training on curriculum development, presentation skills, etc.

In final business, representatives from the various Workforce Service Areas provided overviews of their "front door" customer flow processes. In many instances, WSAs have incorporated best practices adopted from state training opportunities that they have attended - i.e. Melanie Arthur.

The November meeting has been canceled due to a conflict with Case Management Training and the DOL Youth Conference. The next meeting will be December 19th. Bring Holiday Goodies. Please see the E-mail from Jennifer regarding Conference Center policies for food,

We ask that everyone use a plate when cookies are served. Otherwise, a lot of crumbs hit the carpet.
Mary-Pat Warneke

-----Original Message-----

From: Jennifer Biddle [<mailto:JBiddle@dwd.state.in.us>]
Sent: Wednesday, October 22, 2003 1:26 PM
To: Warneke, Mary-Patricia
Cc: William Miller
Subject: Cancellation of Room/Question

Mary-Pat -
Please cancel the following room:

Operations Forum/Department of Workforce Development
Wednesday, November 19
Training Center, Room 4
IGCS

Is it possible to bring snacks into the room? The next meeting is on Dec 17 - Training Center, Room 4. Since it is the Christmas season, would it be possible for folks to bring cookies, other Christmas treats? Nothing messy. No drinks. We would clean up everything afterwards.

Thank you.
Jennifer Biddle
Planning Analyst
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